



Burg 113571

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

**Patent Application**

**Inventor(s)** Frederick M. Burg et al.

**Case** 113571

**Conf. No.** 4560

**Serial No.** 09/428,363

**Group Art Unit** 2154

**Filing Date** October 27, 1999

**Examiner** K. S. Lin

**Title** **Delivery of Call Queue Messages for Calls Launched from the Internet**

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**COMMISSIONER OF PATENTS**  
**WASHINGTON, D.C. 20231**

SIR:

**AMENDMENT**

In response to the Office action dated March 18, 2003 (application Paper No. 8), please amend the above-identified application as follows: